

# THE BRITISH COMPUTER SOCIETY

## THE BCS PROFESSIONAL EXAMINATIONS BCS Level 6 Professional Graduate Diploma in IT

### COMPUTER SERVICES MANAGEMENT

17<sup>th</sup> October 2007, 2.30 p.m.-5.30 p.m.

Answer THREE questions out of FIVE. All questions carry equal marks.

Time: THREE hours

*The marks given in brackets are **indicative** of the weight given to each part of the question.*

Calculators are <b>NOT</b> allowed in this examination.
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1. The Board members of a medium-sized financial organisation have agreed to outsource their in-house IT department and require some advice before formally agreeing terms with the outsourcing company. Some of the Board members have previous experience of outsourcing and are concerned that service levels will decline and costs will rise. They also fear that the outsourcing company will perform unnecessary chargeable work and that the Board members will inevitably become involved in arguments with the outsourcing company. The other Board members argue that such fears are unfounded and, to resolve this situation, you have been appointed by the Board to advise them.

Prepare a report covering the following:

- a) A description of how a Service Level Agreement could be used to achieve the service levels required. **(7 marks)**
  - b) A draft escalation procedure that will prevent the Board becoming involved in minor disputes. **(6 marks)**
  - c) An explanation of how Change Management could prevent unnecessary work being performed. **(6 marks)**
  - d) A recommendation of appropriate governance procedures. **(6 marks)**
2. You are the IT services manager for an innovative high technology company based in the UK. The organisation plans to invest heavily in high power server technology to support a new computer-intensive research initiative.

You have been asked by the Chief Executive to lead the design and development of a new facility to house this large server population.

- a) Write a non-technical report, which will be submitted to the Management Board, outlining what you consider to be the THREE key physical design criteria for the facility. **(12 marks)**
  - b) For ONE of the criteria, write a technical brief which discusses how this issue should be addressed in the specification, development and on-going management of the new facility.  
You should state any assumptions that you make. **(13 marks)**
3. As the new Computer Services Manager of a retail organisation with over two hundred stores, you are responsible for all computer and network operations. You have been advised that the store managers are very dissatisfied with the IT support services. Your initial investigations show that no central register of hardware and software exists and that the types and versions used differ between each store. The IT staff appear overworked and errors are corrected as and when they occur. No record is kept of corrections made and the store managers are frustrated that the same type of error keeps occurring. The organisation has only a limited

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financial budget to help resolve these errors and you have been given six months to achieve significant improvements.

- a) Prepare a brief questionnaire for the store managers to grade their satisfaction with individual elements of the service. **(5 marks)**
- b) Describe how a help desk could be used to improve user satisfaction. **(5 marks)**
- c) You decide to create an asset register of all hardware and software used by the organisation. List the main items of information you would include in the asset register. For each item of information, give reasons why it should be stored. **(5 marks)**
- d) Explain why information gained from the satisfaction survey, the help desk and the asset register will help to improve the service. **(10 marks)**

**4.** You are the Customer Services Manager of a large private sector sales organisation.

You discover that a large section of the organisation has adopted the use of free, internet based, Instant Messaging services to carry out a significant part of the communication and negotiation with its external customers.

- a) Write a memo to the Head of Information Services describing the use of Instant Messaging services, and analysing THREE areas of risk to which this exposes the organisation. **(12 marks)**
- b) The Head of Information Services is pleased with your pro-active contribution, and asks you to provide a project proposal document which would address the most critical of the three vulnerabilities. The document should show how the problem can be addressed while preserving, or enhancing, the facilities provided by the “free” solution. **(13 marks)**

**5.** An external risk assessment of your organisation’s security arrangements has identified serious shortcomings in the areas of:

- data security
- provision of mains power
- systems access control
- physical access control
- disaster recovery

Describe the measures that can be taken to minimise the risk in each of the five areas mentioned above. **(25 marks)**